

CLAIMS:

1. A dialog system (1) comprising processing units for
- automatic speech recognition (3),
 - natural language understanding (4),
 - defining system outputs in dependence on information (7) derived from user inputs,
- 5 - generating acoustic and/or visual system outputs (9, 10, 11, 12),
- deriving user models (22, 25), while the user models (22, 25) contain details about the style of speech of user inputs and/or details about interactions in dialogs between users and the dialog system (1) and adaptation of contents and/or form of system outputs is provided in dependence on the user models (22, 25).
- 10 2. A dialog system as claimed in claim 1, characterized
- in that in addition to the input modality to use user inputs by means of speech, at least a further input modality is provided and
- 15 in that the user models (22, 25) contain details about the respective use of the various input modalities by the user.
3. A dialog system as claimed in claim 1 or 2, characterized
- 20 in that the user models (22, 25) contain estimates for the reliability of recognition results derived from user inputs.
4. A dialog system as claimed in claim 3, characterized
- 25 in that in dependence on the estimates, system responses are generated which prompt the respective user to use such input modalities for which high estimate values were determined and/or which prevent the respective user from using input modalities for which low reliability values were determined.

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5. A dialog system as claimed in one of the claims 1 to 4,
characterized
in that fixed models of user stereotypes (22) are used for forming the user models.

5 6. A dialog system as claimed in one of the claims 1 to 5,
characterized
in that user models (25) are used which are continuously updated based on inputs of the
respective user.

10 7. A method of operating a dialog system, in which processing units are used for
- automatic speech recognition (3),
- natural language understanding (4),
- defining system outputs in dependence on information (7) derived from user inputs,
- generating acoustic and/or visual system outputs (9, 10, 11, 12), and
15 - deriving user models (13),
while the user models contain details about the style of speech of user inputs and/or
indications about interactions in dialogs between users and the dialog system (1) and an
adaptation of contents and/or form of system outputs is provided in dependence on the user
models (22, 25).